Application Maintenance & Support for DeKalb County GOV CX City 311
Statement of Work

September 19, 2023

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1. Executive Summary

Speridian presents this Statement of Work ("SOW") for services associated with the maintenance & operational (M&O) support to DeKalb County for the Oracle Service Cloud applications.

Speridian is an Oracle Platinum Partner, and a world leader in the Oracle CX technologies and their applications in ERP, CRM, and HR. Operating one of the largest CX practices in the world, Speridian is a one-stop full-solution provider for Oracle CX with a long-track record of successful project implementations, support, and maintenance leveraging industry best-practice and proven delivery methodologies.

Speridian has extensive experience implementing and supporting projects in an onshore-nearshore, and offshore model to bring the best in economies-of-scale and bring-forward the knowledge of Speridian's Center of Excellence (COE) to its customers.

Speridian has extensive experience in supporting Oracle Service Cloud for multiple customers globally, and this has helped us establish a methodology for providing sustained benefits to any customer, through the entire engagement lifecycle. Through the usage of the Speridian Managed Support Service we can ensure the highest quality of service with the lowest possible risk to our customers and partners.

The following is a list of advantages in using our Managed Services:
- A framework that provides a clear entry and exit strategy for support service
- Robust transition processes
- Preserving knowledge through robust knowledge acquisition, preservation & management
- Transparent approach to management control, tracking, and reporting
- Leverage Speridian skill sets and COE to build team.

2. Project Background

As part of the One DeKalb initiative, DeKalb County has replaced its Oracle EBS CRM with Oracle Service Cloud, a modern customer experience (CX) solution that will help DeKalb Co. provide better quality citizen engagement and multichannel customer service (i.e., web/mobile, phone, social media) to its citizens.

Speridian has implemented our GOV CX City 311 accelerated solution for DeKalb Co, with an Agent Desktop user interface, as well as the optimized Browser UI (BUI) interface, which is internet browser independent, and provides a more robust solution as well as a better user experience.

As part of the GOV CX City 311 project, Speridian will be implementing the application changes in order to support new departments that will start using this new platform for their operations with citizens, while providing application support and maintenance for the functionality in Production.

3. Term of SOW

This SOW shall be effective from the date of the SOW from March 1st, 2024, through February 28th, 2027 (the "term"). After the Initial Term, this SOW may be renewed for successive terms of twelve (12) months each ("Renewal Term"), and cost of professional services may be adjusted in agreement with DeKalb as a result of additional departments or functionality in scope.

4. Project Scope

The project involves:

a) Production Support (break/fix) for the departments enabled in the 311 application, and up to 25hrs/month for minor enhancements, that can be used during the support year (300 hours per year), not cumulative for subsequent years. Application enhancements that exceed the 300 hours per year will be implemented via Change Order, prior estimation from Speridian and approval from DeKalb.

Speridian will provide capacity-based services, where we will provide the following:

Service Element (Oracle Sales Cloud Support)	Included
Track and report on Jira issues status	✓
Custom Application Bugs/fixes, including unit testing and functional testing	✓
Liaise with Oracle Support for product bugs, enhancements	✓
Oracle quarterly release testing following coordination of DeKalb IT*	✓
Documentation - Update configuration document, functional specifications, technical specifications, installation & test scripts for changes to configuration/specification made as part of application support fixes	✓
Develop and manage agreed upon enhancements/changes and deploy to test and production environments.	✓
Communicate release assessment document with new features summary	✓

*Speridian will provide testing of in-scope applications after each Oracle quarterly update or per agreed update frequency

● Quarterly or Yearly updates - patch and maintenance
  ○ Maintenance update release notes review and assessment
  ○ Patch and fix analysis for impact to Oracle Cloud functionality
  ○ Regression test script updates and maintenance for critical functionality
  ○ System integration testing (SIT) of implemented Oracle Cloud application functionality
  ○ Resolve issues that arise from the user acceptance testing (UAT)
 ○ Ensure successful deployment

● Quarterly or Yearly updates - new functionality
  ○ Review release notes
  ○ Perform new functionality high level assessment; identify impacts to existing configuration, integrations, and reports
  ○ Conduct impact review - collaborate, facilitate scope decisions
  ○ Ensure successful deployment

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5. Speridian Managed Services

Speridian Managed Services Support will encompass the full spectrum of services and capabilities for managing and maintaining the DeKalb 311 application.

Main Features

Tailored and Customizable Services Offering including consulting services

Support, maintenance and monitoring to prevent potential problems and enhance operational reliability

Constant support for fixing critical issues across different time zones

Certified Consultants and Developers supporting technologies

Service Level Agreements, Service dashboards, Monthly and weekly KPI tracking and reporting
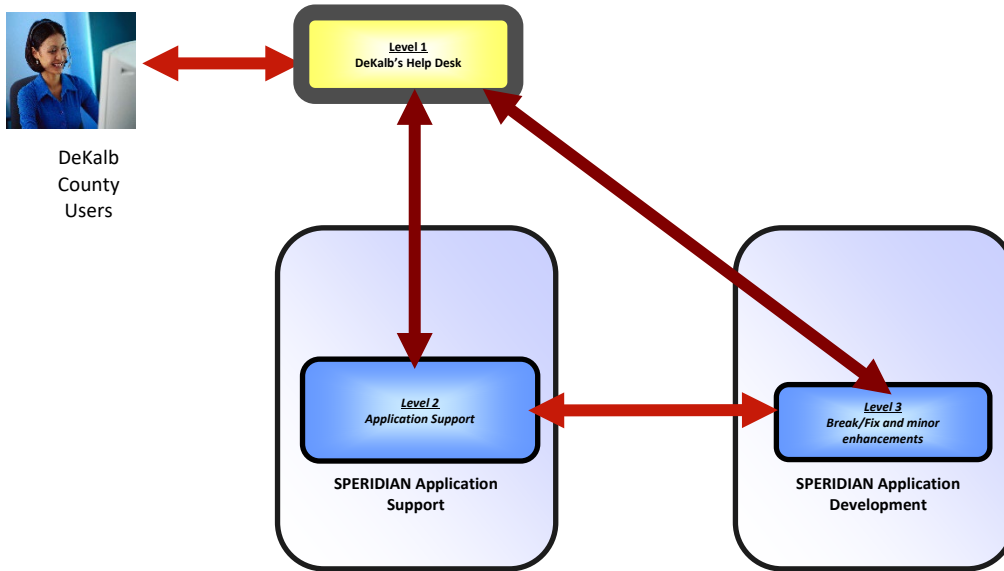
6. Performance Commitment

Speridian is committed to maintaining the highest levels of support and to ensuring DeKalb's satisfaction throughout the term of this contract. Speridian's intent is that our support will meet DeKalb's expectations throughout the term of this SOW.

Throughout the term of the contractual arrangement, Speridian shall provide qualified personnel to perform all support services as defined in this SOW.

Incident Response Target

Severity	First acknowledgment	Update frequency target
1	Within one (1) hour of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Every (1) hour
2	Within three (3) hours of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Every (3) hours
3	Within two (2) Business Days of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Update frequency will be discussed and mutually agreed with the client
4	Within one (1) week or five (5) Business Days of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Update frequency will be discussed and mutually agreed with the client

Incident Resolution Target

Severity	Description	Impact/urgency	Commitment to Resolution time target
1	Critical, severe impact, the application is not operational, all critical data inaccessible or has severely restricted functionality or degradation.	Major outage that impacts all a large group of Users or a complete business function and the application is not accessible.	8 hours (on-call for application availability related issues and Mon. – Fri.: 8am - 6pm EST)
2	The application is operational but has restricted functionality or degradation that is impacting Users' operations.	Major impact to one or many Users, partial service disruption to business.	1 Business Days (Mon. – Fri.: 8am - 6pm EST)
3	The application is operational with low, intermittent, circumvented errors not impacting the Users' operations.	Bug fix or non-priority Incident or reasonable work-around exists.	Commitment to Resolution time will be assessed in conjunction with the client – 5 Business Days
4	Questions with the application usage, implementation or "nice to have"/suggested adjustments in the application that can be considered in a future release or project		For generic questions not critical for business continuity - 3 Business Days Other "nice to have" suggestions that can be considered in a future release: – 10 Business Days for estimation

*Note: commitment to resolution time target is dependent on the nature of the problem and the issue owner. Oracle related issues are subject to Oracle SLAs.

Weekly Reporting Sample View

7. Project Cost and Compensation

Working closely with the DeKalb project team throughout the project lifecycle, Speridian will perform this project task order based upon an annual fee of $200,000, for a three year term. This amount will be invoiced annually. The first invoice will be generated at contract signature and due net 30 from the invoice date. The total value of this annual Maintenance SOW is **$600,000,** and DeKalb and Speridian will review the performance against the contract every six months. At this time, the cost of professional services may be adjusted in agreement with DeKalb because of added department support or scope increase.

8. SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date indicated above.

Speridian Technologies, LLC

Signed:_____

Name:_____

Title:_____

Date: _____

DeKalb County

Signed:_____

Name:_____

Title:_____

Date: _____